



Community Impact Report

July 1, 2022 – June 30, 2023



Our Mission

To positively impact the well-being of every individual in our community.

Community Impact Report

Since 1902, Frederick Health has provided care for Frederick County and the surrounding area.

While Frederick Health began as a small hospital with just over a dozen beds, we've now grown to become an extensive, multi-specialty healthcare system with over 4,000 team members and 25 locations.

This annual report contains stories of Frederick Health and community partners working together to help our community thrive.



Serving the community with 25 locations across Frederick County



Nationally awarded and accredited programs and services



Named one of the Top 50 Innovators in Frederick County



Dedicated to expanding access to care through strategic partnerships and resource investments

Hello,

Frederick Health's mission is to positively impact the well-being of every individual in our community. With nearly 4,000 dedicated, compassionate, and talented team members, we accomplish our mission through thoughtful programs, helpful community services, continued education, financial assistance, and more. This report covers July 2022 – June 2023 and provides a snapshot of the positive health outcomes Frederick Health has made to the community we call home.

Frederick Health is an independent, not-for-profit healthcare system, making it possible to respond dynamically to our community's needs. This report explores the innovative ways Frederick Health improves access to excellent healthcare services regardless of age, demographic, or gender.

From free in-home visits for newborns and their families to assisting our senior population with navigating everyday healthcare needs, Frederick Health works to provide the resources needed to establish healthy behaviors and engage all members of our community in their personal wellness. In this report, you'll read stories about how the Comprehensive Care Center, Dental Clinic, and Breast Center play a role in caring for patients when it matters the most and reducing patient volumes and readmission rates to the emergency department.

Additionally, this report captures Frederick Health's financial investment in our community, our ongoing expansions into areas like Brunswick, our productive relationship with the Coalition for a Healthier Frederick County, and how you can get involved or learn more about our programs and services.

Frederick Health remains dedicated to providing the community with quality services, innovative programs, and seamless access to care. Frederick County is a growing community, and Frederick Health is honored to play a role in ensuring that we all have the opportunity to thrive.

Kind regards,



Thomas A. Kleinhanzl
President & CEO
Frederick Health



Gordon M. Cooley
Board Chair
Frederick Health Board of Directors

18,035
Patients Served in FY23



Breaking down barriers and improving access to care leads to better health. That's what we do for this community.

DR. G. JOHNSON KOILPILLAI

1%
Readmissions to the Emergency Department - Dropped From 13%

PICTURED Dr. G. Johnson Koilpillai, Population and Community Health Director, Frederick Health Medical Group

Increased Access to Services Improves Care Delivery

Reducing emergency department volume through accessible services in one convenient location

By offering a wide range of services in one location, the **Comprehensive Care Center (CCC)** is removing barriers to healthcare for the community, including under and uninsured residents.

Before the CCC was developed, 13% of patients who were discharged from the Frederick Health Emergency Department returned for a second visit. After monitoring the number of patients who were referred to the Center, only 1% of ED patients were readmitted.

Dr. G. Johnson Koilpillai, Population and Community Health Director with Frederick Health, says that, "If you have a system in place for when a patient is discharged, it can greatly prevent readmission and future Emergency Department visits."

The Emergency Department refers patients to the Comprehensive Care Center where they can receive help managing insurance, prescriptions, and follow-up appointments. They are also connected with primary care providers and specialists as needed. With services such as geriatric care, behavioral health, and palliative care, to name a few, the CCC cares for members of the community regardless of their age, mental health, or financial means. The CCC is always looking for new services to offer the community, and the next step is adding home visits for residents who are unable to travel and receive care.

Improving access to these much-needed services is having a real impact on local residents.

Daniel Boyce is one of the many patients who has benefitted from the Comprehensive Care Center. "I visit the CCC for my mental health," he says. "My counselor knows the system well and has connected me with a dietitian for my diabetes

as well as emergency dental care. I've even been in a session where I mentioned an issue with my diabetes monitor, and minutes later, three pharmacists came to help me—all because my counselor sent a quick email."

Listening to patients' needs, identifying gaps in care, and providing solutions is what makes the Center's team so effective according to Dr. Koilpillai.



PICTURED ABOVE Lisa Bromfield, a Registered Nurse with the Comprehensive Care Center, and Dr. Koilpillai review a care plan with a patient

For Daniel, "The staff is a step ahead in solving my problems. I don't have to worry as much because I know where to go for answers. And not having to worry means I can focus on recovery."

Helping Growing Families Thrive

Family Connects Frederick County bridges gaps to promote whole-family wellness

Having a baby is an exciting life change that also brings unique challenges. Parents are often caring for their newborns while raising other children, maintaining a household, and managing their own physical and emotional wellness. To help families navigate this major life change, Frederick Health launched **Family Connects Frederick County**.

Family Connects Frederick County is a free program that connects families and their newborns with healthcare support during this busy time, making sure they receive their essential postpartum appointment.



PICTURED ABOVE Lori Sprecher, Clinical Manager with Family Connects Frederick County, reconnects with Sharlene and Michael

my questions, look at my C-section scar, and make sure we were healthy and safe.”

Home visits are a key benefit to the Family Connects program, where patients can explore their questions with the assistance of a qualified nurse in the comfort of their own space. In 2023, 2,462 babies were born at Frederick Health Hospital, each of them eligible for Family Connects services and 88% of them opted in for home visits.

Maria Wardlow, Community Alignment Specialist for Family Connects, says, “Getting to doctor visits can be really challenging. New parents are learning how to do things with a baby, they’re exhausted, and they’re relearning existence in the world with another little human being. Even with your second or third child, you’re still learning new things.”

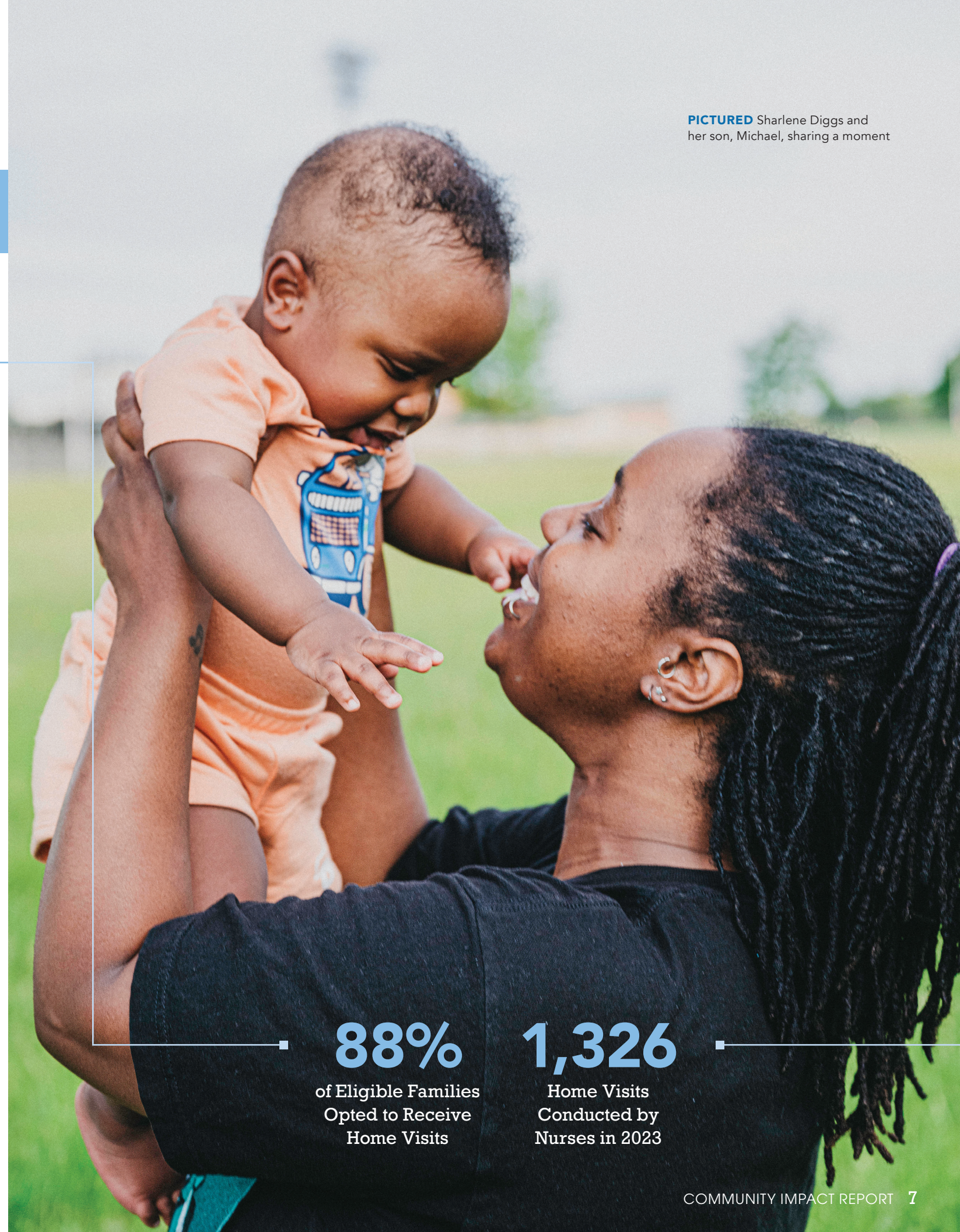
Sharlene recalls that, “Shortly after my son was born, we could not figure out what was bothering him. He would cry for hours. During my Family Connects visit, the nurse suggested he might have a dairy or food-related allergy, and she worked with us to sort out his stomach issue. The gentle formula she gave me worked best, and since then, he’s been a happy baby.”

Beyond initial medical check-ups, the program also helps new parents get involved in local social groups, play groups, and provides resources tailored to their unique needs. “Ultimately, the goal is to start families out on the path to healthiness together,” says Maria.

Maria adds, “Families thrive when they are supported. This program makes it easy and free to get that support.”

Family Connects Frederick County is helping to establish lifelong healthy relationships for the newest members of our community. To learn more, visit frederickhealth.org/newbornvisit.

PICTURED Sharlene Diggs and her son, Michael, sharing a moment



88%

of Eligible Families
Opted to Receive
Home Visits

1,326

Home Visits
Conducted by
Nurses in 2023

PICTURED Paola Cobb, a Physicians Assistant, speaks with a patient about her treatment



37,042

Mammograms
Performed in FY23

5,818

Patients Served
in FY23

Elevating Cancer Care

Through Innovative Services

Frederick Health's Breast Center offers personalized and comprehensive services

At the Frederick Health Breast Center, patients can focus on their healing process thanks to the comprehensive services found in one convenient location. With its multidisciplinary approach, the Breast Center's individualized cancer care includes imaging, surgery, service navigation, genetic testing, and other essential treatment options.

In 2009, Dr. Susan Bahl, Medical Director, Frederick Health Breast Center, found that patients were waiting up to three months from their initial cancer diagnosis to receive necessary surgery. The solution was to create point-to-point navigation to reduce delays in care. Now, patients are able to meet with their care providers within two days of being diagnosed, greatly improving the speed at which treatment can begin.

Cathy, a Frederick County resident, was able to receive an early diagnosis with a referral to the Precision Medicine & Genetics team at Frederick Health. "After two of my sisters were diagnosed with ovarian cancer, I went to get tested. Not only did I have the BRCA1 cancer-causing mutation, I also had ovarian cancer and was not showing symptoms. Without this test, I would have not known until it was too late."

The Breast Center team is all about connecting patients to resources that can identify and solve questions or issues quickly, helping patients advocate for their care every step of the way.

According to Dr. Bahl, "This personalized approach helps patients make their own choices, rather than being handed a generic treatment plan." At the Breast Center, patients work with their entire care team to create a personalized approach for their treatment, which allows patients to ask questions, get answers in

real time, and make choices that work for their lifestyle and personal health needs.

Through the through Frederick Health's Cancer Support Services, staff can also link patients with transportation to appointments, assistance with utility bills, therapy services, and even house cleaning services. The on-site financial counselor can also find solutions for making appointments and diagnostics as affordable as possible for uninsured or underinsured patients.



PICTURED ABOVE Dr. Susan Bahl, Medical Director Frederick Health Breast Center

"Both of my daughters also went through the testing after I did and learned they also have the BRCA1 mutation." Cathy says. "Because of this, they are working through the right steps to protect their health as best as possible."

Cathy says, "If there is any family history of cancer, you need to see the Frederick Health team. It could quite literally save your life."

Patient-First Dental Care Leads to Better Overall Health

Providing Frederick residents with essential emergency dental care

The Frederick Health Dental Clinic was created to solve two needs for the community: help residents access affordable dental care, and provide timely treatment for emergency dental concerns, because dental health leads to better overall health.

In 2015, the Frederick County Community Health Needs Assessment determined that dental care for uninsured and underinsured Frederick residents was top priority. Frederick Health Hospital's emergency department was reporting 1,000 dental-related visits annually. Since the Dental Clinic opened in 2016, it consistently provides 800 to 1,200 visits annually, creating a more streamlined and comfortable experience for patients. Statistics show that the Dental Clinic's services have reduced dental-related visits to the Frederick Health Hospital emergency department by 75%.

Dr. Morgan Baker, DDS and Medical Director, Frederick Health Dental Clinic, says this service truly makes a difference in the community. "We treat about 10 people each day, and of that number, many

are new patients. It's remarkable that we haven't hit a plateau in seeing new patients daily, which tells us that our services are essential."

Former patient Tammaryn Goodwill remarked how much she appreciated the Dental Clinic and Dr. Baker's surgical expertise. "Dr. Baker and the team helped me regain my confidence and restored my smile. I feel more confident and plan to continue to care for my teeth in the future. I have two small grandbaby girls, and I must be an example to them!"

Many patients share Tammaryn's sentiment about the Dental Clinic's staff and quality of care, wanting to continue their dental care with the team. The Dental Clinic accepts a variety of insurance and payment options, including Maryland Medicaid, vouchers from the Religious Coalition and the Seton Center, and self-pay plans that operate on a sliding fee scale.

The Dental Clinic manages its appointments through the help of its unique collaboration with the University of Maryland (UMD) School of Dentistry. Dental students who are looking for hands-on experience, particularly in a surgical setting, work under the supervision of Dr. Baker to perform fillings and routine extractions which prepares them as future dentists. This past year, 36 UMD dental students have worked at the Dental Clinic.

"Our team loves what we do," Dr. Baker says. "It's a rewarding job because we get to bring a gentleness to this type of care. Every story is a success story because our work helps people regain their smile and confidence."

Routine dental care contributes to overall health and wellness, which is why the Frederick Health Dental Clinic works to reduce barriers to routine and emergency dental care in a patient-friendly environment.



PICTURED ABOVE Dr. Morgan Baker, Medical Director
Frederick Health Dental Clinic



PICTURED Dental Clinic team members
enjoy a patient seeing their new smile

1,520

UMD Dental School
Teaching Hours
Completed in FY23

75%

Reduction of Dental-Related
Visits in the Emergency
Department Since 2016



50%

Reduction in Emergency Services Calls for Participating Seniors



I know I have someone in my corner that I can count on, and that I am not alone when issues come up.

SHARRY VEIL

113

Seniors Enrolled in Senior Service Coordination Program

PICTURED Sharry enjoying her community garden outside of her residence

Helping Seniors Live Independent & Fulfilling Lives

Providing access to care through community partnerships and programs

In 2019, Frederick Health partnered with Advocates for the Aging of Frederick County and the Housing Authority of the City of Frederick to serve low-income seniors in the community through the Senior Service Coordinator program.

Many senior residents live by themselves and need assistance with essential tasks like grocery shopping, picking up prescriptions, managing housing, or attending doctor appointments. Without support, seniors have a higher risk of experiencing depression, heart and respiratory issues, and other medical needs that may require emergency services.

By helping seniors achieve stability, the Service Coordination program has achieved a 50% reduction of EMS calls, and a 50% reduction in visits to the Frederick Health Hospital Emergency Department by participants within two years.

Lisa Hogan, Manager of the Transition and Chronic Care Program, credits this success to her team of Community Health Workers employed through Frederick Health. "All of our staff bring a holistic approach to each situation, as well as respect, compassion, and empathy. Without relationships, you don't have the program."

Community Health Workers meet with clients during home visits to help identify their priorities for health, housing, and other needs that will support remaining in their own homes rather than moving to assisted living or long-term care. They also provide transportation to appointments, assist with managing benefits and insurance, access to mobility and assistive devices, and outreach and isolation prevention.

Maggie Carter, the program's Service Coordinator and a Community Health Worker, says that for every client, "We ask what their personal goals are. For some, it's

regaining the ability to see, be able to enjoy food with the help of dentures, or hear better with hearing aids. Thanks to the rapport we build, we're able to connect clients with the right resources."



PICTURED ABOVE Sharry Veil and Maggie Carter, Program Service Coordinator

Sharry Veil, a recipient of the program's services, speaks highly of Maggie and the other program staff's efforts. "Every time I hear from Maggie, I feel so important. She is so helpful, and I know I have someone in my corner that I can count on, and that I am not alone when issues come up."

As the program continues to grow, Frederick County's Division of Aging and Independence will assume the program's daily operations, and Frederick Health will continue as the primary healthcare provider and collaborative partner so that seniors have access to expanded services along with the same level of quality care.

Innovations in Medicine & Technology

ION Lung Biopsies

Frederick Health is Maryland's first community healthcare system to offer patients this state-of-the-art lung biopsy procedure. This minimally invasive technology is the most scientifically advanced equipment available and has the highest degree of accuracy, finding even the smallest traces of lung cancer. Our providers have performed more robotic procedures than any other community healthcare system in Maryland, meaning that when you come to Frederick Health for a procedure, you'll be treated by the most experienced team.

In Frederick County, cancers are the second leading cause of death, and early detection is key to increased patient survival. This technology helps our team increase early detection and treatment rates, offering little to no patient downtime. Frederick Health is proud to offer this advancement and make it accessible to our community, providing patients with a more comfortable experience and, most importantly, peace of mind.

To learn more about Frederick Health's innovative team and treatment options, visit frederickhealth.org/ChestSurgery.

PICTURED Dr. Maurice Smith, Medical Director Chest Surgery, Frederick Health Medical Group, with the ION Lung Biopsy Machine

Precision Medicine & Genetics

Personalized medicine is the future of healthcare, and Frederick Health is helping lead that charge. In 2023, our Precision Medicine & Genetics specialty was named one of the Top 50 Innovators by the Frederick County Office of Economic Development, winning the Healthcare Category.

By better understanding an individual, we can guide patients toward greater health and wellness. Thanks to genetic technology advancements, our clinical experts can design personalized disease prevention and treatment plans. This specialty's areas of focus include cancer, heart disease, behavioral health, endocrinology, neurology, rare conditions, nutrition, and pharmacogenomics.

Frederick Health is also the first healthcare system of its size in the nation to fully integrate a patient's genetic profile into Electronic Health Records, which streamlines communication and leads to more effective treatment.

To learn more about this innovative program, visit frederickhealth.org/genetics.



Working Together to Keep You Healthy

Creating meaningful change and positively impacting our community's health requires collaboration. Frederick Health is proud to partner with local organizations that share this goal.

Coalition for a Healthier Frederick County



Frederick Health and the Coalition for a Healthier Frederick County partner on essential programs that improve the community's health and well-being.

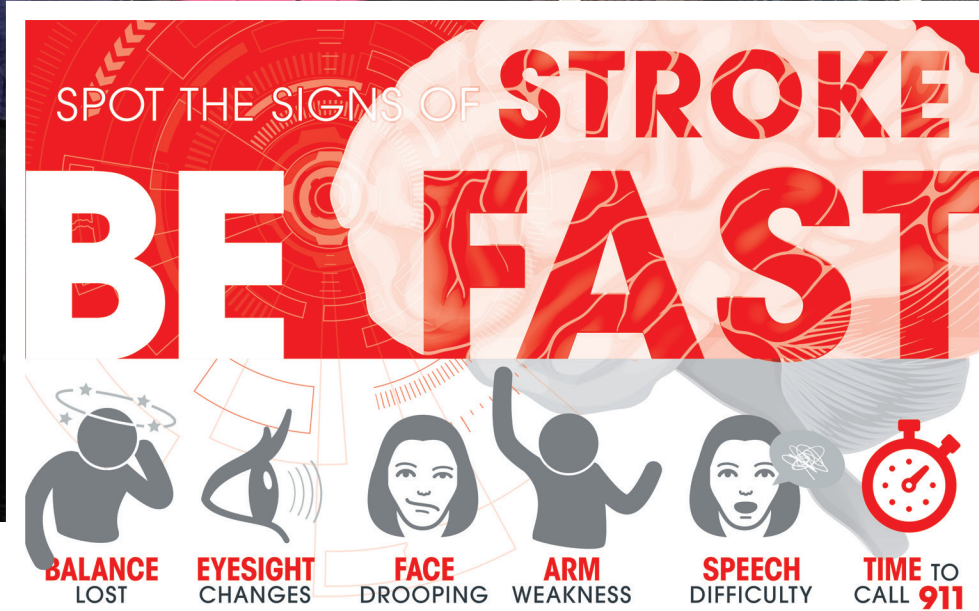
The Local Health Improvement Process identifies priorities using the Community Health Needs Assessment. Based on the identified priorities, a multi-year plan is created to spread awareness and develop ways to address identified health priorities. One notable program that has emerged from this process is the Family Connects Frederick County program, featured on page 6 of this report.

Frederick Health works closely with the Coalition for a Healthier Frederick County's Data Equity Maryland program. Together, they review population insights through data analysis of criteria such as race, ethnicity, gender, and income to provide a clear picture of healthcare disparities. The findings are then leveraged to give community stakeholders a deeper understanding of systemic inequalities and advocate for programs and actionable steps that create positive change for our community.

The partnership between Frederick Health and the Coalition for a Healthier Frederick County is making a difference, from diabetes coaching to proactive health support groups and mental health counseling. In Fiscal Year 2023, 545 residents benefited from the programs developed by this partnership.

The Community Health Needs Assessment results are shared publicly on Frederick Health's website at frederickhealth.org/about/community-outreach.

PICTURED Frederick Health team members pose with County Executive Jessica Fitzwater and other stakeholders to celebrate the Stroke Smart initiative



Stroke Smart Initiative

Every second counts when someone is experiencing a stroke. Frederick Health Hospital's emergency department sees over 50 new stroke patients each month. Last year, nearly 600 stroke patients were treated and discharged by the experts at Frederick Health. That's why knowing the signs of a stroke and how to respond are vital to saving lives.

Frederick Health has partnered with the Frederick County Government to launch "Stroke Smart Frederick," a national campaign created to increase community awareness of the signs and symptoms of strokes and provide practical prevention measures to minimize deaths and disabilities due to strokes.

Data from 2022 showed that 25% of people who demonstrated stroke symptoms received medical assistance at a hospital within 4.5 hours, the benchmark treatment window. With Stroke Smart and the new Critical Care expansion, Frederick Health aims to increase that statistic to 40% in the next few years.

Frederick Health is proud to have been recognized several times by numerous state and local rating agencies, such as the American Heart Association and the Maryland Institute for Emergency Medical Services Systems, for its exemplary care of stroke patients.

To learn more, visit frederickhealth.org/stroke.

Expanding Access to Emergency Care

Frederick Health uses data gathered from the Community Health Needs Assessment to address barriers to healthcare access. These efforts help to provide a full spectrum of services and support that positively impact the long-term health of our community. With this data, programs, and services have been added, including the Comprehensive Care Center and the Dental Clinic, to redirect and alleviate volume from the emergency department so that all residents receive essential and timely care.

Alongside these successful programs, Frederick Health team members have been recognized for their dedication to excellence on both a national and local level. We are honored to have served the Frederick community for over 122 years.

Frederick Health Hospital Intensive Care Unit Awarded Gold-Level Beacon Award for Excellence



The National Beacon Award for Excellence recognizes healthcare units that successfully improve patient outcomes and align their practices with the six Healthy Work Environment Standards of the American Association of Critical-Care Nurses (AACN). Frederick Health Hospital is honored to be the first and only intensive care unit in the state to have earned this distinction.

This award further proves that the dedicated healthcare professionals at Frederick Health Hospital provide an effective and systematic approach to policies and procedures, use fact-based strategies for continuous improvement, and maintain performance measures that meet or exceed relevant benchmarks.

Gold-Level Beacon Award recipients also meet national criteria consistent with the ANCC Magnet Recognition Program®, the Malcolm Baldrige National Quality Award, and the National Quality Healthcare Award.

Critical Care Expansion

In the last 25 years, Frederick County's population has grown by nearly 40%, making it the fastest-growing county in the state. Frederick Health is committed to keeping pace with that growth by providing award-winning, comprehensive healthcare services. One such effort is the new Critical Care expansion at Frederick Health Hospital.

This state-of-the-art expansion helps prepare Frederick Health to meet the community's growing and changing needs. It includes an entirely new adult emergency department, a new pediatric emergency department and pediatric inpatient unit, an intensive care unit, and a new cardiac-catheterization laboratory.

PICTURED Team members Katie Denny and Ava Brenengen work in the Frederick Health Hospital emergency department



1.7 mil
emergency department visits in Maryland per year on average

4th
busiest emergency department in Maryland

75,707
Frederick Health Hospital emergency department visits in FY23

70
emergency department treatment bays available

Increasing Access. Improving Health.

New Services Available at Frederick Health Village

Frederick Health's Precision Medicine & Genetics, Medical Weight Loss, and Laboratory services are now available at Frederick Health Village. This strategic expansion aims to create another premier healthcare facility for the community, and future patient care options will be added in the coming years.

Medical Weight Loss assists patients with making nutrition and lifestyle changes without surgery. Laboratory services are accredited by the prestigious College of American Pathologists and offer comprehensive testing in several specialties. Finally, patients can receive personalized care plans based on their unique genetics thanks to the Precision Medicine & Genetics specialty.

When it comes to healthcare, we know that one size does not fit all. That's why the team of experts at Frederick Health Village can guide patients on the path to better health and overall wellness.

For more information about these locations and services, visit frederickhealth.org/locations.

PICTURED Tom Kleinhanzl, President & CEO of Frederick Health, celebrates the opening of Frederick Health Brunswick with Frederick Health leadership and elected officials

New State-of-the-Art Facility in Brunswick, Maryland

Frederick Health proudly offers a wide range of healthcare services focusing on prevention, treatment, and overall wellness. By bringing full-service health centers to communities throughout Frederick County, we're making it easier for residents to access expert, award-winning, and convenient care. Our newest full-service health center, which includes Primary Care, Urgent Care, Laboratory services, Imaging, and Physical Therapy & Sports Rehab, recently opened in Brunswick, becoming the 25th location in the Frederick Health network.

Brunswick is one of Frederick County's fastest-growing communities, and this new location and its expanded services will help meet those changing needs. Since its opening, we have treated nearly 7,000 patients, providing accessible and expert care for residents.

For more information about Frederick Health Brunswick, visit frederickhealth.org/Brunswick.



Total Community Benefit

\$54,761,433



By the Numbers

Investing in the Health of Frederick County

\$43,063,214

Mission-Driven Services

Many vital services—including the 24-hour availability of critical care providers, interventional cardiology, outpatient mental health, and the prenatal center—would not be possible without subsidies from Frederick Health.

\$10,080,686

Community Health Services

Frederick Health helps to increase access and quality of healthcare services in Frederick County through health education programs, screening and prevention programs for at-risk populations, and healthcare support services.

\$1,283,823

Financial Assistance

Frederick Health is committed to helping patients access affordable healthcare through free or discounted services for uninsured or underinsured patients who meet certain income levels.

\$245,908

Clinical Research

Patients of Frederick Health may be eligible to participate in clinical trials used to develop new therapeutic protocols. Results of these studies are publicly available.

\$48,700

Cash & In-Kind Donations

Cash and in-kind contributions are funds donated to local organizations, or to the community at large, in support of initiatives benefiting residents.

\$39,102

Community Benefit Operations

The cost to conduct and coordinate community benefit activities.



To view the full report, scan the QR code or visit frederickhealth.org/about/community-outreach.



Frederick Health

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Frederick, MD 21701

frederickhealth.org

